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QUESTION & ANSWER

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**Exam** : **500-052**

**Title** : Deploying Cisco Unified Contact Center Express

**Version** : DEMO

1.In a high availability over WAN deployment, which option cannot be located across the WAN from the active Cisco Unified Contact Center Express site?
A. SMTP server
B. ASR or TTS servers
C. wallboard server
D. enterprise database
**Answer:** B

2.You should perform which three steps when troubleshooting a Cisco Unified Contact Center Express engine "Java out of memory" crash? (Choose three)
A. Collect the thread dump for Cisco Unified CCX Engine
B. Check to see if the customer has installed any third party applications
C. Collect engine heap performance data via the Cisco Unified Real-Time Monitoring Tool.
D. Collect heap dumps via the Cisco Unified Real-Time Monitoring Tool
E. Talk to the customer about the deployment and usage pattern.
F. Check the Cisco Unified CCX Serviceability Control Center
**Answer:** CDE

3.Which subsystem processes connections between the Cisco Unified Contact Center Express server and the enterprise databases?
A. Media
B. Database
C. Unified CM Telephony
D. Configuration datastore
**Answer:** B

4.What is the maximum number of agents that Cisco Unified Contact Center Express supports when it is deployed with Cisco Unified Communications Manager?
A. 300
B. 150
C. 400
D. 50
**Answer:** B

5.What is the maximum number of CTI ports that a Cisco Unified Contact Center Express Standard deployment supports?
A. 200
B. 400
C. 300
D. 150
**Answer:** C